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March 17, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 21N06**  
Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019  
Model Year Transit 3.2L Diesel Vehicles  
Selective Catalyst Reduction System Warranty Extension

**REF:** **NEW VEHICLE DELIVERY HOLD - Emission Recall 21E01**  
**Customer Satisfaction Programs 21N02 and 21N05**  
Dated: March 17, 2021

### **PROGRAM TERMS**

Vehicles must have Emissions Recall 21E01 completed and claimed in the One Warranty System (OWS) or the Dealer Management System (DMS) before Customer Satisfaction Program 21N06 is activated in OASIS.

This program extends the warranty coverage of the catalytic converter portion of the selective catalyst reduction (SCR) system for twelve months of service, beginning on the date the powertrain control module (PCM) is reprogrammed under Emissions Recall 21E01. This program only applies if an SCR (converter) fault is detected and it is related to a diagnostic trouble code (DTC) P20EE identified after 21E01 has been performed.

This is a one-time repair program.

Customer Satisfaction Program 21N06 **expires twelve months after Emissions Recall 21E01 is completed** or December 31, 2024, whichever occurs first. Vehicles will no longer be eligible for free service under 21N06 after December 31, 2024 with or without Emissions Recall 21E01 performed. After 21N06 expires, the SCR (converter) may remain covered under the original warranty terms and conditions.

Coverage is automatically transferred to subsequent owners.

### **VEHICLES COVERED BY THIS PROGRAM**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
F-Series Super Duty	2013-2016	Kentucky Truck	April 16, 2012 through July 03, 2016
Transit	2015-2019	Kansas City	February 10, 2014 through Oct 24, 2019

Affected vehicles are identified in OASIS.

### **REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In all of the affected vehicles, the onboard diagnostic (OBD) system initially contained a software error that prevented illumination of the malfunction indicator light (MIL) if a certain fault was present in the SCR. Since the PCM was reprogrammed under Emissions Recall 21E01, the OBD system is now able to detect this SCR fault previously masked by the software error and can light the MIL if faults are found to be present.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE (continued)**

It is possible that a) the SCR had a fault during its original warranty period and before Emissions Recall 21E01 was completed, b) the PCM was reprogrammed after January 15, 2020, with an update that already included the corrections included in 21E01 and since then the OBD system has now identified a fault in the SCR, and c) the original warranty for the SCR has since expired. For customer satisfaction, we are extending the warranty of the SCR (converter) to cover this possible pre-existing fault situation.

**SERVICE ACTION**

If a vehicle exhibits MIL illumination with DTC P20EE present and the vehicle is still eligible for 21N06, dealers are to provide a one-time repair of the SCR (converter). For Super Duty vehicles, the SCR is part of the Catalyst and Particulate Filter Assembly. This service must be performed at no charge to the vehicle owner.

**NOTE:** Vehicles are only eligible for 21N06 after Emissions Recall 21E01 has been claimed.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed in the second quarter of 2021. For vehicles eligible for 21N06, dealers should repair any affected vehicles that experience an SCR (converter) fault related to a P20EE DTC, whether or not the customer has received a letter.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letters

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**Customer Satisfaction Program 21N06**

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles – Selective Catalyst Reduction System Warranty Extension

**OASIS ACTIVATION**

OASIS will be activated after Emissions Recall 21E01 is completed and claimed.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Do not perform this program unless the affected vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed after January 15, 2020, and before the date of the Owner Notification Letter under the conditions noted below. This refund offer expires **June 30, 2022**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

**NOTE:** Refunds will only be provided for the cost associated with an SCR (converter) replacement after the PCM was reprogrammed. The PCM must have been reprogrammed on or after January 15, 2020, for this refund to apply. Even if the PCM was previously reprogrammed on or after January 15, 2020, Emissions Recall 21E01 completion and claim submittal is required before 21N06 is activated in OASIS and before refunds can be processed.



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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Super Duty - Replace the Catalyst and Particulate Filter Assembly (SCR) - Includes inspection for a P20EE DTC	21N06B	1.6 Hours
Transit - Replace SCR - Includes inspection for a P20EE DTC	21N06C	0.9 Hours
Super Duty 4X2 and 4X4 (Non-FX4) – Remove/Install Fuel Tank Shield to Access Lifting Points	21N06D	0.1 Hours
Super Duty FX4 - Remove/Install Fuel Tank Shield to Access Lifting Points	21N06E	0.3 Hours
Transit - Remove Running Boards if Equipped	21N06F	0.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION – Refer to Separate Tables per Vehicle**

**SSSC Web Contact Site:**

To place an order for Front NOx Sensors, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**Super Duty Vehicles Only (the following parts are under order restrictions)**

Part Number	Description	Order Quantity	Claim Quantity
DC3Z-5H270-C	<b>2013-2014 Wide Frame / Pickup –</b> Catalyst and Particulate Filter Assembly (SCR)	As Needed	1
FC3Z-5H270-C	<b>2015-2016 Wide Frame/Pickup –</b> Catalyst and Particulate Filter Assembly (SCR)	As Needed	1
FC3Z-5H270-D	<b>2015-2016 Narrow Frame/Chassis Cab –</b> Catalyst and Particulate Filter Assembly (SCR)	As Needed	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Less than 2% of the affected vehicle population is expected to require a SCR replacement.

**Model Year Specific Parts - Super Duty Vehicles Only**

Part Number	Description	Order Quantity	Part Number
DC3Z-5H270-D	<b>2013-2014 Narrow Frame / Chassis Cab - Catalyst /</b> SCR	As Needed	1
W711407-S900	<b>2013-2014 Bolts - Exhaust Lower Downpipe to Catalyst</b> (4 per pkg, 4 req'd)	As Needed	4
W718005-S900	<b>2015-2016 Bolts-Exhaust Lower Downpipe to Catalyst</b> (2 per pkg, 2 req'd)	As Needed	2

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**PARTS REQUIREMENTS / ORDERING INFORMATION – (continued)****2013-2016 Super Duty Vehicles**

Part Number	Description	Order Quantity	Claim Quantity
W520113-S441	Nuts - Catalyst to Exhaust Intermediate Pipe	3	3
BC3Z-5E241-A	Gasket - Catalyst to Exhaust Intermediate Pipe	1	1
BC3Z-5L227-K	Reductant Pump Asy. and Hardware Kit, Only Certain <b>Narrow Frame</b> Super Duty – Ref: Workshop Manual	As Needed	1
PM-27-GAL	Diesel Exhaust Fluid (DEF)	See DEF Table	

**2015 Transit Vehicles Only**

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-5F250-D	Downstream Catalyst (SCR)	1	1
W710382-S900	Bolts - Catalyst to Catalyst	2	2
CK4Z-9450-A	Gasket - Catalysts to Catalyst	1	1
PM-27-GAL	Diesel Exhaust Fluid (DEF)	See DEF Table	

**2016-2019 Transit Vehicles Only**

Part Number	Description	Order Quantity	Claim Quantity
GK4Z-5F250-G	Downstream Catalyst (SCR)	1	1
W710382-S900	Bolts - Catalyst to Catalyst	2	2
CK4Z-9450-A	Gasket - Catalysts to Catalyst	1	1
PM-27-GAL	Diesel Exhaust Fluid (DEF)	See DEF Table	

**DEF Table – All Vehicles – Quantity Varies by Vehicle**

Part Number	Description	Order Quantity	Claim Quantity
PM-27-GAL	Super Duty Pickup / Single Cab - Diesel Exhaust Fluid (DEF) - 1 Gallon container (6 per pkg, 5 Gallons req'd)	1	5
	Super Duty Chassis Cab - Diesel Exhaust Fluid (DEF) - 1 Gallon container (6 per pkg, 6 Gallons req'd)		6
	Transit - Diesel Exhaust Fluid (DEF) - 1 Gallon container (6 per pkg, 5.5 Gallons req'd)		6

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**PARTS REQUIREMENTS / ORDERING INFORMATION – (continued)****All Vehicles**

<b>Part Number</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Claim Quantity</b>
XL-1	Motorcraft® Penetrating and Lock Lubricant		Claim as Misc. Other Up to \$5 Total
XL-2	Motorcraft® High Temp Nickel Anti-Seize Lubricant		
XG-1-C or XG-1-K	Premium Long-Life Grease		

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Less than 2% of the affected vehicle population is expected to require a SCR replacement.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).

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**REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)**

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2013-2016 MODEL YEAR F-SERIES SUPER DUTY 6.7L DIESEL AND 2015-2019 MODEL YEAR TRANSIT 3.2L DIESEL VEHICLES — SELECTIVE CATALYST REDUCTION SYSTEM WARRANTY EXTENSION

### SERVICE PROCEDURE

**NOTICE:** Do not use silicone based sprays or lubricants on any components installed onto or around the diesel exhaust system or intake air distribution and filtering system. Silicone reacts with the Nitrogen Oxides (NOx) sensor and may cause permanent damage to the NOx sensor.

**NOTE:** Vehicles are only eligible for FSA 21N06 after FSA 21E01 has been claimed.

**NOTE:** After the 21E01 calibration, it may take several customer drive cycles for the new calibration to recognize faults of the Selective Catalytic Reduction (SCR) system, which for the Super Duty is part of the Catalyst and Particulate Filter Assembly.

1. Using the appropriate Ford diagnostic scan tool, check for DTC's. Is DTC P20EE present?

Yes - Proceed to Step 2.

No - This FSA does not apply. For all other DTC's, please refer to the Powertrain Control and Emission Diagnostics (PC/ED) Manual for normal diagnostics as required.

2. Remove and discard the following components per vehicle:

- For Transit vehicles, replace the Selective Catalytic Reduction (SCR) Assembly. Please follow the Workshop Manual procedures in Section 309-00C.
- For Super Duty vehicles, replace the Catalyst and Particulate Filter Assembly. Please follow the Workshop Manual procedures in Section 309-00.

3. Install the following components per vehicle:

- For Transit vehicles, install a *new* Selective Catalytic Reduction (SCR) Assembly. Please follow the Workshop Manual procedures in Section 309-00C.
- For Super Duty vehicles, install a *new* Catalyst and Particulate Filter Assembly. Please follow the Workshop Manual procedures in Section 309-00.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

